

BUILDING DEVELOPMENT COMMISSION

Minutes of December 15, 2015 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:03 p.m. on Tuesday, December 15th 2015.

Present: Jonathan Bahr, Chad Askew, Tom Brasse, Melanie Coyne, Hal Hester, Ben Simpson, Michael Stephenson, Wanda Towler, Scott Shelton and Rodney Kiser

Absent: Rob Belisle, Travis Haston and John Taylor

1. MINUTES APPROVED

Melanie Coyne made the motion to approve the minutes from the November 17th Building Development Commission Meeting, seconded by Scott Shelton. Meeting minutes passed unanimously.

2. BDC MEMBER ISSUES & INDUSTRY ASSOCIATION ISSUES

No BDC member or industry association issues.

3. PUBLIC ATTENDEE ISSUES

No public attendee issues.

4. BDC 2015 ATTENDANCE AUTHENTICATION

The 2015 BDC Attendance Report was reviewed and passed to Chairman Bahr for authentication.

5. CUSTOMER SERVICE CENTER DEVELOPMENT STATUS UPDATE

Sophia Hollingsworth, Manager of the Customer Service Center provided a department update beginning with introductions of Liaison staff members, Cheryl Baines and Adreinna Jerald-Johnson; then introduced Navigator staff members, Davida Kinsey, Adrian Pacheco, Ricardo Perez and Lourdes Rojas. These staff members joined MCCE on 10.19.15. Sophia went on to report that staff completed 40 hours of orientation, a two day technology introduction and 96 hours of training in AST, Inspections, RTAC/CTAC, Posse and EPM. She discussed technology updates, Q-Flow, the Answer Book, the Phone Tree, and described the process flow.

6. REVIEW OF FY16 TRAINING STRATEGY

Angie Traylor, Senior Quality and Training Specialist, presented a training strategy which included the role of a training coordinator, benefits of training, vision and mission statements as well as needs assessment for external customers and staff. Presentation included training goals and objectives for the various initiatives and technology we have in place as well as those to come.

7. USE OF CODE INTERPRETATION SEARCH TOOLS

Shannon Clubb, Outreach Coordinator reported that the current Code interpretation search engine tool was developed with extensive input from BDC in several meeting and input from trade contractors. Shannon gave some history saying that the work began in the fall-winter of 2012, focusing on web search of current BEMP interpretations. The BDC indicated they were satisfied with the search tool. We then distributed information to customers accordingly through NotifyMe and trade association presentations. The CA Quarterly Newsletter provides information and links to subscribers.

8. BUILDING VALUATION DATA WORK GROUP RECOMMENDATION

Patrick Granson, Director of Plan Review and Permitting described BVD data recommendations from the work group which included BDC Member volunteers and industry representatives: John Taylor and Michael Stephenson, Darrell Fries, Glen Craig and Harry Sherrill. The subcommittee met four times identifying a set of modifications to the 2013 ICC Building Valuation Data table that made sense to participating BDC representatives, industry representatives and the Department. The final copy will be

distributed to all members prior to our next meeting. Patrick went on to say since this is an administrative change, it doesn't require BOCC action; rather, after we agree on a proposed 7/1/16 trigger date, customers are made aware of and it will be posted on the web for reference. Forecasting any FY17 revenue impact will be part of the Department's work with the BDC budget subcommittee.

9. MULTIFAMILY MEGA TEAM – PROJECT PHASING STRATEGIES

David Gieser, Director of Inspections and Andy Herring, Multifamily Mega Team Manager, discussed the Multifamily Mega Team working on a proposal to develop a typical phasing plan strategy to assist developers and contractors when they are considering phasing of a project. Primary issues the team has observed, involve permitting, time lines for certain aspects of structures, CO's or TCO deliverables meeting the expectations of the developers. We think the end product could be a very helpful guide for new projects, and some existing projects, in aiding the advancement of successful project completion. The Multifamily Mega Team leaders will connect with GCAA leadership to measure interest and plan a meeting with GCAA member representatives.

10. AE SEAL USE IN BIM-IPD

Jim Bartl, Director of Code Enforcement, provided some background on the Departments work around BIM-IPD; creating a high tech-green team in 2010. This morphed into a joint pilot with CHS for use on their projects employing BIM-IPD in 2011. We advanced change through the NC Building Code Council to recognize BIM-IPD projects as meriting a different permitting process; the 1000 slice approach in 2011. This gained approval from the NC Board of Architecture and NC Board of Examiners for Engineers and Surveyors to conduct a pilot with alternate rules for AE seal use in BIM-IPD projects in 2013. CMS realized that many AE's had cold feet about working in BIM-IPD, with respect to AE Board rules. Between December 2013 and July 2014 the Department created the Hybrid Collaborative Delivery Team.

To date, the Department has worked on eight BIM-IPD projects. All original board approved projects were CMC projects and are complete.

- CMC Morrocroft ED; project completed May, 2014.
- CMC Davidson Behavioral Health; project completed April, 2014.
- CMC Core Lab; project completed January, 2015.

Non CMC projects approved by the North Carolina Board of Architecture for pilot are as follows:

- VA Charlotte HealthCare Center; nearing completion.
- Davidson Martin Science Building Addition; structure under roof.
- Westin Charlotte Office Building; construction just started.
- Project Beacon-Sealed Air; construction just started.
- Crescent uptown-Stonewall Station; initial plan reviews.

The NC Board of Architecture issued a position statement on September 14, 2015 approved on 9/11/15. The NC Board of Examiners for Engineers and Land Surveyors issued project guidelines on Thursday, October 22, 2015. Both documents include definitions of BIM & IPD and a five part seal use compliance criteria. The documents only differ in that the NC Board of Architecture always refers to "Architect" and the NC PE Board always refers to "licensee". NC Board of Architecture found BIM-IPD consistent with Board Rules and Laws in NC, consequently offering the position statement as "guidance" to Architects in BIM-IPD. The NC PE Board placed project guidelines in effect until 10/31/2016, with a commitment to review them for possible revisions before that date.

The bottom line is this:

- ❖ AE's use their seal and signature on documents confirming project development.
- ❖ AE's use electronic signatures on other "benchmark" documents.

- ❖ AE's may collaborate with other team members in the model.
- ❖ AE's may review other team member's work in the model, without accepting responsibility for it.
- ❖ AE's may rely on other team members work in the model, in preparing changes in construction, provided the clearly take ownership for the work under the AE's authorship.

11. QUARTERLY UPDATE OF INSPECTIONS REALIGNMENT PROJECT

Deferred to January.

12. QUARTERLY UPDATE ON GARTNER/TF RECOMMENDATIONS FOLLOW-UP

Jim Bartl decided, based on the density of the December meeting to update the board on Gartner/TF recommendation follow up work status in the January meeting. The Department continues to work on this on various fronts including an updated the project tracking chart, adding references to the Gartner Report designations, have put the consistency BDO change to bed, executed the customer service training with Cynthia Olson, hired and promoted the customer liaisons, and continued the CA work in the interpretations newsletter and association advance agendas on consistency meetings. We will send you a revised Gartner/TF Recommendations project tracking chart before the next BDC meeting.

13. DEPARTMENT STATISTICS AND INITIATIVES REPORT

November 2015 Statistics

Permit Revenue

November permit (only) rev - \$ 1,744,619, compares to October permit (only) rev - \$ 2,322,545 FY15 comparative numbers; November permit (only) rev - \$1,314,145; October - \$2,009,668 Note (*); the December 1, 2015 BOCC approval of RFBA's changed expense & revenue picture as follows.

- The 20 position betterment adds \$1,534,000
- So new Fy16 permit revenue totals; \$21,904,284 + \$1,534,000 = \$23,438,284
- With monthly revenue projection of \$1,953,190; so November is \$208.58k below projection

YTD permit rev = \$10,624,985 is above projection (\$9,765,958) by \$859,033 or 8.8%.

Construction Value of Permits Issued

- Report temporarily suspended.

Permits Issued

	Oct	Nov	3 Month Trend
Residential	4749	4097	4436/4749/4097
Commercial	2604	1955	2182/2604/1955
Other (Fire/Zone)	396	289	378/396/289
Total	7749	6341	6996/7749/6341

- Changes (Oct-Nov); Residential down 14%; commercial down 25%; total down 18%
- Note; November 2015 permit totals are comparable to Nov 2014

Inspection Activity: Inspections Performed

Insp. Req.	Oct	Nov	Insp. Perf.	Oct	Nov	% Change
Bldg.	7559	6308	Bldg.	7556	6266	-17%

Elec.	8366	7124	Elec.	8044	6611	-18%
Mech.	4582	3895	Mech.	4396	3683	-16.2%
Plbg.	3562	2947	Plbg.	3308	2620	-20.8%
Total	24,069	20,274	Total	23,304	19180	-17.7%

- Changes (Oct-Nov): requests down 15.8%; insp performed down 17.7% (trades ranging 16-20%)
- Insp performed were 94.6% of insp requested

Inspection Activity: Inspection Response Time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Oct	Nov	Oct	Nov	Oct	Nov	Oct	Nov
Bldg	76.39	76.5	92.99	94.8	98.10	99.1	1.32	1.29
Elec.	58.57	52.8	89.73	81.6	98.49	96.3	1.53	1.69
Mech.	67.66	54.3	91.48	83.1	97.96	95.0	1.44	1.82
Plbg.	62.33	59.1	90.46	81.8	98.63	94.7	1.48	1.64
Total	66.39	61.4	91.19	86.0	98.29	96.7	1.44	1.58

- Bldg up a little, Plbg down 3%, Elec down 6%, Mech down 13%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; so while numbers are improved, **the IRT report indicates the Nov. average is currently 23.6% below the goal range.**

Inspection Pass Rates for November 2015

OVERALL MONTHLY AV'G @ 79.15% in November, compared to 79.52% in October

Bldg: October – 68.32%
 November – 68.8%

Elec: October – 79.37%
 November – 78.77%

Mech: October – 84.77%
 November – 84.49%

Plbg: October – 91.35%
 November – 90.37%

- Building up .5%, Mech down .3%, Elec down .6%, Plbg down 1%
- Overall average up slightly from last month, and still above 75-80% goal range.

On Schedule and CTAC Numbers for November 2015

CTAC:

- 91 first reviews, compared to 161 in October.
- Projects approval rate (pass/fail) – 63%
- CTAC was 36% of OnSch (*) first review volume; $(91/91+173 = 264) = 34.5\%$
 *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- May, 14: 223 -1st rev'w projects; on time/early-97.63% all trades, 96% B/E/M/P only
- June, 14: 241 -1st rev'w projects; on time/early-94% all trades, 95% B/E/M/P only
- July, 14: 203 -1st rev'w projects; on time/early-90.4% all trades, 96% B/E/M/P only
- August, 14: 248 -1st rev'w projects; on time/early-85.75% all trades, 96% B/E/M/P only
- September, 14: 189 -1st rev'w projects; on time/early-92% all trades, 94.75% B/E/M/P only
- October, 14: 239 -1st rev'w projects; on time/early-95% all trades, 94% B/E/M/P only
- November, 14: 194 -1st rev'w projects; on time/early-95.6% all trades, 95.25% on B/E/M/P only
- December, 14: 203 -1st rev'w projects; on time/early-95.25% all trades, 94.25% on B/E/M/P only
- January, 15: 185 -1st rev'w projects; on time/early-92.88% all trades, 93.5% on B/E/M/P only
- February, 15: 192 -1st rev'w projects; on time/early-94.75% all trades, 96.5% on B/E/M/P only
- March, 15: 210 -1st rev'w projects; on time/early-95.1% all trades, 97.5% on B/E/M/P only
- April, 15: 240 -1st rev'w projects; on time/early-91.5% all trades, 96.75% on B/E/M/P only
- May, 15: 238 -1st rev'w projects; on time/early-95% all trades, 94.75% on B/E/M/P only
- June, 15: 251 -1st rev'w projects; on time/early-94.95% all trades, 95.82% on B/E/M/P only
- July, 15: 218 -1st rev'w projects; on time/early-91.1% all trades, 90.75% on B/E/M/P only
- August, 15: 215 -1st rev'w projects; on time/early-91.5% all trades, 93% on B/E/M/P only
- September, 15: 235 -1st rev'w projects; on time/early-87.12% all trades, 92.5% on B/E/M/P only
- October, 15: 229 -1st rev'w projects; on time/early-91.79% all trades, 91.62% on B/E/M/P only
- November, 15: 220 -1st rev'w projects; on time/early-93% all trades, 92% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on November 30, 2015, showed
 - 1-2 hr projects; at 2-4 work days booking lead, except bldg-6 and CMUD-6 work days
 - 3-4 hr projects; at 2 work days lead, except bldg-16, elec-8, Hlth-6, CMUD & CLT Zon'g-12 days
 - 5-8 hr projects; at 2 work days lead, except, bldg-19, elec-8, MP-7, Hlth-6, CMUD-12 and CLT Zon'g -19 work days
- CTAC plan review turnaround time; BEMP at 6 work days, and all others at 1 day.
- Express Rev'w booking lead time; 4 work days for small projects, 13 work days for large projects

Status Report on Various Department Initiatives

Follow Up from BDC November Meeting

Revisiting Monthly Format for the BDC Meeting

Consideration of a new stats reporting format was discussed in the November meeting. Jim Bartl asked if all BDC members want to abandon the detailed review towards the end of the meeting which typically takes about ten minutes +/- . Jim suggested a high level summary on one sheet projected on screen, covering revenue status projection, permit % up/down, inspection % up/down, IRT status up/down and goal, inspection failure rate % up/down, CTAC 1st review counts, OnSchedule 1st review counts & on time/early. It was discussed by members that the monthly statistics aren't that long but maybe the quarterly reports are and members like to see the larger summary.

Position Betterment RFBA Advancement

The BOCC approved the position betterment RFBA on December 1st. HR is currently assigning position

numbers. The Department continues interviewing for inspectors and plan reviewers and will begin to propose hires for those slots as the interview processes identify qualified candidates.

Meeting with Industry Representatives to Confirm Technology Development Priorities

The County Manager and LUESA Director requested we assemble users of Code Enforcement's technical systems (POSSE, EPM, etc.) with City/County staff to review the priority of tech system enhancements. On December 7th, staff presented to 8 industry reps (including BDC members Coyne, Stephenson & Belisle). A 2nd meeting is scheduled for Dec 17 at 1pm, reviewing a tech priorities summary, e-mailed to members 12/11.

Updates on Other Department Initiatives

Construction Valuation Data Report Fix

Jim shared with members that this regards chasing down the construction valuation reporting error, which is likely related to "deferred" permit status. We are in the process of researching POSSE report programming to determine how far back the problem goes. Initially will test to verify if it is limited to Construction Value Permitted. We believe the problem was caused when a permit was deferred, they have also identified fix for the issue. We will continue our work in identifying the report programming revisions required to fix and hire an independent 3rd party to verify that the fix worked and as well as confirm the problem had no impact on previous reports involving fees validated, permit counts or inspection counts. Final audit will be delayed until Winchester upgrade is completed (March-April); thereafter the Department will work with Best Practice Management (BPM) and the agency that the county uses for these types of audits.

Follow Up on Gartner/Task Force Recommendations Discussion

Deferred to January.

Manager/CA Added Comments

- Shannon Clubb reminded members that our next BDC meeting will be held at our new location, 2145 Suttle Avenue, Charlotte, NC 28208.
- Jeff Vernon noted the ISO and in-house Appendix B, as well as upcoming legal training with Joelle Jeffcoat.
- Jeff Griffin introduced Mike Kale, Inspections Supervisor.
- David Gieser quickly updated members on hiring status of the Veterans Employment Program.

10. ADJOURNMENT

The December 15th meeting of the Building Development Commission adjourned at 4:58 p.m.

The next meeting of the Building Development Commission is scheduled for Tuesday, January 19th 2016.